

Boston Bikes Pass

FREQUENTLY ASKED QUESTIONS

What is the Boston Bikes Pass?

The Boston Bikes Pass is an annual Bluebikes membership that is offered at a reduced rate to residents who live in the City of Boston. If you live in Boston and qualify for MassHealth, SNAP, or have an income qualifying you for these or similar programs, you can get a reduced rate membership at **\$5/year**.

Please note that riding an ebike will incur extra fees, regardless of your membership or pass type. Ebikes are available at **\$.07 per minute** for Boston Bikes Pass members.

You can learn about the Boston Bikes Pass by visiting boston.gov/discounted-bluebikes.

When you're ready to apply, visit bluebikes.com/pricing/income-eligible-program to apply online. If you would like in-person help, you can visit us at City Hall, Room 721, on Mondays from 9:30-11:30 a.m. and Wednesdays from 2:00-4:00 p.m.

Applying for the Income-Eligible Boston Bikes Pass requires uploading documents to verify enrollment in a public benefit program like SNAP or MassHealth, or to demonstrate a qualifying income. Once verified, residents will be sent instructions to sign up.

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Bluebikes Annual Membership Options			
	<i>Boston residents only</i> Income-Eligible Boston Bikes Pass	<i>Non-Boston residents</i> Annual Membership	<i>Non-Boston residents</i> Income-Eligible Annual Membership
Membership price	\$5/Year	\$133.50/Year	\$50/Year
Membership restrictions	Household income qualifies for any of these programs: SNAP WIC Section 8 MassHealth ConnectorCare Pell Grants Public Housing		Household income qualifies for any of these programs: SNAP WIC Section 8 MassHealth ConnectorCare Pell Grants Public Housing
Ride time limits (classic bikes only)	60 minutes	45 minutes	60 minutes
Overtime fees (classic bikes only)	\$.07/minute over 60 minutes	\$.10/minute over 45 minutes	\$.07/minute over 60 minutes
Ebikes fees	\$.07/minute	\$.10/minute	\$.07/minute

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How do I get a bike?

Once your account is active, you can start riding right away!

You can unlock a traditional pedal bike (“**classic bike**”) by using the **mobile app**. Use your smartphone camera to scan the bike’s QR code. The QR code is between the handlebars. Wait for the green light and a “ding,” indicating that it is now unlocked.

You can insert your **credit/debit card** on file with your account into the kiosk. You’ll receive a numeric code to enter on the dock by the bike.

You can use a Bluebikes ‘key’ as well. You can pick up a free key by visiting any Boston Public Library branch, or by visiting us at City Hall, Room 721.

In the app, **ebikes** have an electric ‘bolt’ under the bike icon to identify them at a station. They will appear as a separate option and the number of available ebikes will be displayed. If you’re at a station, look for a silver bike with a screen.

You can unlock an ebike by using your **key** or the **mobile app**. For now, riders cannot use their credit/debit card at the station kiosks to unlock ebikes.

Ebikes are not allowed to be ridden on sidewalks in Massachusetts.

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How long can I check out a bike for?

Once you unlock a **classic bike**, you have to return it to another station within a certain period of time to avoid overtime fees. Riders with the **\$5/year** Income-Eligible Boston Bikes Pass have 60 minutes to return the bike. You can keep a classic bike out for longer, but extra time fees apply.

Ebikes have no ride time limits, but they cost an additional per-minute fee.

What extra fees should I know about?

With the \$5/year Income-Eligible Boston Bikes Pass membership, you will be charged **\$0.07/minute for every additional minute beyond 60 minutes**.

Ebikes are available at \$0.07 per minute. All per minute ride prices are rounded up to the nearest minute.

You are responsible for the bike once you take it from a station. Do not leave your bike unattended. If your bike is not properly locked into a station, it could be stolen. **If you fail to correctly return your bike, you will be charged a minimum fee of \$250, and up to \$1200.**

Ebikes that haven't moved for 45 minutes but are not locked in a dock will "idle end." The ride will automatically end, and the bike will be unusable until it has been recovered by Bluebikes operators. The rider will be charged the total cost of the ride plus an "idle end fee" of **\$25** since it was not docked.

FREQUENTLY ASKED QUESTIONS

How do I know if I have successfully returned my bike?

You must return your bike to a Bluebikes station when you are done using it. When your bike is properly locked into the dock, you will hear a beep and see a green light. **Do not leave the bike if you do not see the green light.** [Review this guide to correctly returning a bike.](#)

If you use the mobile app, you can sign up for a notification confirming your ride has ended.

What do I do if something feels wrong with my bike?

If you sense a safety issue with your bike, stop riding the bike, return it to the nearest station and press the button on the dock with a wrench symbol on it. This will turn the light on the dock red so no one else can use the bike before our technicians can fix it. Bluebikes bicycles are checked in the field 1-2 times a month to ensure they are safe and are operating in top condition.

What features do ebikes have?

Ebikes feature a motor on the rear of your bike, brakes on the front along with bells on each handlebar, and a consistent, single speed so there's no need to adjust the gearing.

These ebikes are class 1 electric bicycles. The motor provides assistance only when the rider is pedaling. Once the ebike gets up to 18 mph, the pedal-assistance turns off.

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How will I know if an ebike needs charging?

When you tap on a station in the Bluebikes app, you will see the number of available classic bikes and ebikes. Swipe up to see the list of available ebikes and their estimated range ranked from greatest to least. Select the ebike with the greatest range.

If you're at a station, available ebikes will display their estimated range on the screen located between the handlebars.

Where can I ride an ebike?

You can ride ebikes on streets, in bike lanes, on bike paths, and on paved trails except where prohibited (check for signage!). Unlike traditional pedal bikes, you are not allowed to ride ebikes on sidewalks or natural surface trails in Massachusetts.

How fast can the ebikes go?

The pedal-assist motor on an ebike shuts off once the bike reaches 18 mph. Remember to adjust your riding speed to match the situation. Be cautious around others, especially when approaching intersections, riding in bike lanes and paths, or riding close to parked cars. In shared spaces, be mindful of pedestrians and slower riders.

Can I reserve an ebike?

You can reserve an ebike for up to 10 minutes. Each reserved minute costs the same as a minute ridden (\$.07/minute for \$5/year Boston Bikes Pass members). The screen on the ebike will display "reserved." Other riders will not be able to undock reserved bikes.

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Is my spouse/partner/child/parent/etc eligible for this program?

When you sign-up for your membership, you have the option to add more riders to your account. However, if you have a Student, Group, or Income-Eligible discounted membership, any additional riders you add will be added at a full-price. Anyone interested in a discounted pass will need to apply and sign-up for a membership under their own account.

How can I learn more about plans to add more Bluebikes stations?

In September 2022, Mayor Wu announced a 100-station expansion of the bike share system in Boston.

These new stations will fill gaps in high-demand areas, making our system more reliable for riders. We'll also add stations in neighborhoods to improve access to the system overall. Today, more than 90% of Bostonians live within a 10-minute walk of a bike share station. We aim for a 3- to 5-minute walk in our denser residential neighborhoods. We also want to be sure all major transit stations and stops are served by bike share stations.

To stay engaged with our expansion plans, you can sign-up for our email list at www.boston.gov/bluebikes#expansion.

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Who owns, manages, and operates Bluebikes?

Bluebikes is a public bike share system that is municipally owned, and managed by Boston, Brookline, Cambridge, Everett, and Somerville. As co-owners of the system, the municipalities invest in bikes and station equipment and execute station expansion plans in collaboration with residents. Blue Cross Blue Shield is our title sponsor. We have contracted with Lyft to operate the system.

For additional information and responses to common questions, please visit help.bluebikes.com.

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